

TRAFFIC SERVICES

TRAFFIC SIGN MAINTENANCE POOR — OK — GOOD

TRAFFIC SIGNAL MAINTENANCE POOR — OK — GOOD

TRAFFIC SIGNAL TIMING POOR — OK — GOOD

STREET LIGHTING NOT ENOUGH — OK — TOO MUCH

STREET MARKINGS POOR — OK — GOOD

WORST INTERSECTION IN NORFOLK _____

WHY? _____

STREET & BRIDGE SERVICES

PAVEMENT CONDITION POOR — OK — GOOD

CURB/SIDEWALK CONDITION POOR — OK — GOOD

PUBLIC WORKS EMPLOYEES

COURTEOUS NO — SOMEWHAT — YES

WORK HARD NO — SOMEWHAT — YES

RESPONSIVE NO — SOMEWHAT — YES

KNOWLEDGEABLE NO — SOMEWHAT — YES

FOLD HERE SO ADDRESS
ON OTHER SIDE SHOWS

GENERAL

WHAT ARE THE MOST IMPORTANT SERVICES TO YOU? PLEASE
RANK FROM 1 (MOST IMPORTANT) - 10 (LEAST IMPORTANT)

- ___ GARBAGE/REFUSE COLLECTION
- ___ RECYCLING
- ___ STREET MAINTENANCE
- ___ STREET PAVING
- ___ TRAFFIC SIGNALS
- ___ TRAFFIC SIGNS/STRIPES
- ___ STREET LIGHTING
- ___ STORM DRAIN MAINTENANCE
- ___ STREET SWEEPING
- ___ OTHER (PLEASE DESCRIBE)

DO YOU FEEL THAT YOU ARE GETTING YOUR MONEY'S WORTH FROM
PUBLIC WORKS? YES NO NOT SURE

WOULD YOU LIKE THE CITY TO PROVIDE MORE
PUBLIC WORKS SERVICES? YES NO

YOUR AREA OF THE CITY

COMMENTS (FOR SPECIFIC CONCERNS, PLEASE INCLUDE THE
LOCATION OF THE PROBLEM AND YOUR NAME & DAYTIME PHONE)

YOUR NAME & PHONE # (OPTIONAL)

THANK YOU FOR HELPING US IMPROVE
PUBLIC WORKS SERVICE TO YOU!

PUBLIC WORKS**REPORT CARD**

PLEASE TAKE A MOMENT TO FILL
OUT THIS IMPORTANT SURVEY.
THE CITY OF NORFOLK AND THE
DEPARTMENT OF PUBLIC WORKS

WOULD LIKE TO KNOW WHAT YOU THINK. WE WILL USE THIS
INFORMATION FROM INTERESTED RESIDENTS LIKE YOU TO IMPROVE
OUR SERVICES TO YOU AND YOUR NEIGHBORS. WHEN YOU HAVE
COMPLETED YOUR ANSWERS, PLEASE FOLD THIS CARD SO THAT THE
PUBLIC WORKS ADDRESS IS VISIBLE, PLACE A STAMP WHERE
INDICATED, AND DROP IN ANY MAILBOX. THANK YOU FOR HELPING US
IMPROVE OUR SERVICES TO YOU.

RECYCLING

PLEASE CIRCLE YOUR ANSWER:

OF RECYCLING CENTERS NOT _____ OK _____ TOO
 ENOUGH MANY

LOCATION OF CENTERS POOR _____ OK _____ GOOD

HOURS OF OPERATION POOR _____ OK _____ GOOD

CENTERS EASY TO USE ? DIFFICULT _____ OK _____ EASY

REFUSE COLLECTION SERVICES

FREQUENCY OF COLLECTION NOT _____ OK _____ TOO
 ENOUGH MUCH

QUALITY OF SERVICE POOR _____ OK _____ GOOD

STORM WATER SERVICES

STORM DRAIN MAINTENANCE POOR _____ OK _____ GOOD

STREET SWEEPING

FREQUENCY NOT _____ OK _____ TOO
 ENOUGH MUCH

QUALITY POOR _____ OK _____ GOOD

WATER QUALITY IN
LOCAL WATERS POOR _____ OK _____ GOOD

PLEASE PLACE
STAMP HERE.
POST OFFICE
WILL NOT
DELIVER
WITHOUT STAMP

PUBLIC WORKS**REPORT CARD**

DIRECTOR OF PUBLIC WORKS
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